

**CORRECTIONS AND ADJUSTMENTS**  
**VEHICLE INDUSTRY REGISTRATION PROCEDURES**

# 22

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## *Corrections and Adjustments*

### 22.000 Introduction

Corrections generally are no-fee transactions. Adjustments normally are corrections involving fees.

### 22.005 Corrections on *Application for Registration of New Vehicle* (REG 397) and *Report of Sale-Used Vehicle* (REG 51)

- Dealers may correct errors on any part of the *Application for Registration of a New Vehicle* (REG 397) **except** the odometer disclosure section.
- Dealers may correct any part of the *Report of Sale-Used Vehicle* (REG 51).
- The dealer or the dealer's authorized representative **must** draw a line through the incorrect information, write the correct information and initial the correction.

#### Errors in the Odometer Disclosure Section

When an error is in the odometer disclosure section, the following must be submitted with the application:

- a *Vehicle/Vessel Transfer and Reassignment Form* (REG 262) **must be** used for the odometer disclosure, **and**
- a *Statement of Facts* (REG 256) explaining the reason for the separate disclosure form.

#### Legal Owner Changes on REG 397

- The vehicle can be sold as a new vehicle with corrections on the REG 397, if:
  - the financing is rejected on the first contract, but is successful on the second contract, **and**
  - there is no change to the registered owner(s),
- The vehicle **must be** sold as a used vehicle, and the new vehicle rollback procedures in Chapter 6, *New Vehicle Sold by California Dealers*, must be followed, if:
  - the second contract requires any changes to the original registered owner(s),  
**or**
  - there is a new purchaser.

**22.010 Statement of Error or Erasure**

A *Statement of Error or Erasure* (REG 101) completed by the person who made the error **is required** for any erasure and/or lined-out information on the California or nonresident title.

- Dealers and financial institutions **may** certify to signature errors, including their own, made by a representative of the dealer or financial institution.
- The person whose signature appears in error must complete a REG 101 for all other signature errors.

**22.015 New Vehicle Sale Reported Incorrectly by the Dealer**

When a dealer erroneously reports a new vehicle of a different description than the vehicle actually sold, the following are required:

- The Certificate of Title or *Application for Duplicate Title* (REG 227) and registration card.
- *Dealer Statement of Facts* (REG 477) completed by the dealer, with both the vehicle description of the incorrectly reported vehicle and the vehicle actually sold.
- Any additional fees to register the correct vehicle. If an *Application for Duplicate Title* (REG 227) is submitted, the duplicate title fee is also due.

**22.020 Lien Holder Name Omitted on the Certificate of Title (GC §818.5)****Lien Holder Name Omitted**

<i>If...</i>	<i>then...</i>
a lien holder's name is omitted on the Certificate of Title because the lien holder <b>was not</b> shown on the registration application <b>OR</b> because of a department error	the Certificate of Title <b>must be</b> submitted to the DMV.
the title <b>cannot</b> be obtained from the owner who was issued the original title	a Courtesy Stop may be placed on the vehicle record for 30 days. <ul style="list-style-type: none"> <li>• Submit a <i>Courtesy Stop Request</i> (REG 500).</li> <li>• This time will allow the dealer or lienholder to obtain a restraining order against the department and stop the issuance of any title until resolution has been made.</li> </ul>
the omission was due to a departmental error	the department will cancel the incorrect title and issue a corrected title to the lien holder <b>provided</b> the vehicle has not been encumbered with another lien.

## Lien Holder Name Omitted (continued)

<i>If...</i>	<i>then...</i>
a second lien has been taken on the vehicle and a title has been issued to that lien holder <p style="text-align: center;"><b>OR</b></p> if the title was used to transfer ownership to a new owner who has been issued a title	the department: <ul style="list-style-type: none"> <li>• places a stop on the vehicle record, <i>and</i></li> <li>• notifies all parties that it will not honor any outstanding Certificate of Title until the matter is resolved.</li> </ul>

Resolution may be submission of the properly released title or a court order.

**22.025 Corrections to Legal Owner on an Application in Process**

- The department **cannot** correct/change the legal owner/lien holder named on an application once the application has been:
  - processed in a field office, *or*
  - mailed, *or*
  - forwarded to Sacramento headquarters.
- The change must be handled as a transfer/change of legal owner/lien holder after the new Certificate of Title is received.

**22.030 Change or Correction of an Owner's Name (CVC §§4150 and 4453)**

The owner's true full name as shown on his/her driver license or ID card **must** be shown on the Certificate of Title and registration card.

- When an owner's name changes or is not shown correctly, these certificates and the department's records must be corrected.
- There is no fee for a name change or name correction.

**Name Changes**

The Certificate of Title or *Application for Duplicate Title* (REG 227) must be submitted to the DMV, and:

- The owner's new name must be printed in the new owner section on the back of the title. A signature **is not** required.
- The name and address of the legal owner/lien holder, if any, must be reentered on the back of the title.

**NOTE:** If a name change occurs on a goldenrod (non-title) registration and the title is unavailable, the new **and** former name must be entered on the goldenrod registration and submitted along with the required name change documents.

22.030 Change or Correction of an Owner's Name (CVC §§4150 and 4453), *continued*

## Name Change Requirements

<i>If the vehicle owner is...</i>	<i>then the following is also required...</i>
an individual	Name Statement section of the <i>Statement of Facts</i> (REG 256) completed by the person whose name changed.
a corporation	<ul style="list-style-type: none"> <li>• a copy of the Board of Director's Resolution authorizing the change.</li> <li>• One copy may be accepted for a fleet. (Not required if only a correction of an error in the name is requested.)</li> </ul> <p><b>NOTE:</b> Use tax and a smog certification <b>may be</b> required when the business structure changes.</p> <ul style="list-style-type: none"> <li>— <i>For example</i>, the addition or loss of a partner, a change from partnership to a corporation, or a merger of two or more corporations is an example of change to a business entity.</li> <li>— In such cases, the applicant must submit a use tax exemption (BOE 111) from the Board of Equalization, plus a smog certification with the application.</li> </ul>
a partnership or individually-owned business	<p>A <i>Statement of Facts</i> (REG 256) completed by the business owner stating there is no change in the business entity. (Not required if only a correction of an error in the name is requested.)</p> <p><b>NOTE:</b> Changes in the business entity such as the addition or deletion of a partner or from a partnership to a corporation <b>are</b> transfers, <b>not</b> a change of name.</p> <p>Smog certification and use tax (or a <i>Use Tax Exemption</i>, BOE 111) are normally required when the business entity changes.</p>

**NOTE:** The addition or deletion of another person's name results in a transfer of ownership, not a simple name change.  
See Chapter 11, Transfers, for all transfer requirements.

**22.030 Change or Correction of an Owner's Name (CVC §§4150 and 4453), *continued*****Name Corrections**

Follow the chart below to correct the owner's name.

<i>Step</i>	<i>Action</i>
1	<p>Before requesting a correction, determine that the name is actually incorrect.</p> <ul style="list-style-type: none"> <li>Some individual's names cannot be printed on the certificates exactly as written or shown on an application. <ul style="list-style-type: none"> <li><i>For example</i>, divided or hyphenated names like De La Cruz or White-Smith will appear as Delacruz and Whitesmith on the certificates.</li> <li>This does not apply to separated business or company names.</li> </ul> </li> </ul>
2	<p>When the name shown on the certificates <b>is not</b> correct, but there has been <i>no change of name</i>, the requirements are:</p> <ul style="list-style-type: none"> <li>The Certificate of Title or <i>Application for Duplicate Title</i> (REG 227). <ul style="list-style-type: none"> <li>Lightly line through the incorrect name on the front of the title, <b>and</b></li> <li>Clearly print the correct spelling of the name above the incorrect name.</li> </ul> <p><b>Do not</b> make any entries on the reverse side of the title.</p></li> <li>A Name Statement on the <i>Statement of Facts</i> (REG 256) completed and signed by the person whose name is being corrected.</li> <li>Fee for duplicate title if an <i>Application for Duplicate Title</i> (REG 227) is submitted.</li> </ul>

**22.035 Change or Correction of Registered Owner's Address**

- Registered owners are required to notify the department of a change of address within 10 days by submitting a **fully** completed *Change of Address* (DMV 14):
  - to the department's address shown on the form, **or**
  - by completing the on-line transaction at **www.dmv.ca.gov**.
- The DMV 14 is also used to report an address correction.
- The Certificate of Title and/or registration card are **not** required to be submitted and new registration documents are **not** issued.
  - The owner simply lines through the old address on the registration document and prints or types his/her new/correct address and initials it.

**22.040 Change of Legal Owner/Lien Holder Address**

The department must have current address information on legal owner/lienholder records to ensure proper notification for various types of actions.

A legal owner/lienholder is required to notify the department of an address change or correction within 10 days by submitting:

- A completed *Change of Address* (DMV 14), **or**
- A letter on the lien holder's business letterhead that clearly states "*This is a request for a legal owner change of address*" **and** includes the:
  - name and new address of the legal owner/lien holder.
  - vehicles to be updated listed by make, license number, and VIN.
  - name(s) of the registered owner(s) of the vehicles.

Legal owner/lien holder change of address requests may be routed through a field office or mailed directly to:

Department of Motor Vehicles  
Special Processing Unit  
Attn: Unit Manager MS D238  
PO Box 932345  
Sacramento, CA 94232-3450

**2.045 Errors on Certificate of Title and/or Registration Card**

- The Certificate of Title or an *Application for Duplicate Title* (REG 227) must be submitted to the department to correct most errors on the title or registration card.
- A *Verification of Vehicle* (REG 343) may be required to substantiate the error when the VIN or description of the vehicle (body type, year model, etc.) is in error.

**EXCEPTION:** The title and *Verification of Vehicle* (REG 343) **are not** required to correct the license plate or sticker number, the motive power, or the address of the registered or legal owner. The registration card **is not** required to change an address.

**22.050 Correction of Vehicle Identification Number (VIN)**

To correct the vehicle identification number shown on the certificates, the Certificate of Title or *Application for Duplicate Title* (REG 227) **and** a *Verification of Vehicle* (REG 343) must be submitted.

**IMPORTANT:** A substantial change in the VIN may mean the certificates are for a different vehicle. If the correction **substantially** alters the VIN on the certificates, documentation must be presented to substantiate that the VIN is not for another vehicle **or** a motor vehicle bond must be submitted.

**22.055 Correction of the Body Type**

The requirements for correcting the body type shown on the certificates are:

- The Certificate of Title or *Application for Duplicate Title* (REG 227).
- A *Verification of Vehicle* (REG 343)
- One of the following if a commercial vehicle:
  - Weight certificate issued by a California certified public weight master *for vehicles weighing less than 10,000 pounds unladen*

**OR**

- Estimated unladen weight indicated on *Statement of Facts* (REG 256) **and** a properly completed *Declaration of Gross Vehicle Weight/Combined Gross Vehicle Weight* (REG 4008) for vehicles weighing 10,001 pounds or more unladen.
- Additional weight fees may be due if the weight or the declared GVW/CGVW is higher than that with the old body.
  - CVRA decal fee may also be due if a new decal/sticker must be issued.
- Duplicate title fee if an *Application for Duplicate Title* (REG 227) has been submitted.

**22.060 VIN and/or Engine Changes (CVC §§4161, 4163, and 9257)****Passenger and Commercial Motor Vehicles**

- The department does **not** record engine changes on passenger and commercial motor vehicles identified by a vehicle identification number (VIN).
- If an engine change is reported for a vehicle identified solely by the engine number the identification number is changed to the:
  - serial number, **or**
  - an assigned VIN.

**Motorcycles and Motor-Driven Cycles**

All motorcycles and motor-driven cycles are registered under the engine **and** frame numbers.

- Engine changes and engine case changes **must** be reported to the department within 10 days.
- Engine case changes are **referred** to the California Highway Patrol (CHP) with an *Application for Assigned Vehicle Identification Number* (REG 124) issued by the department.



**22.060 VIN and/or Engine Changes (CVC §§4161, 4163, and 9257), *continued*****Engine Changes on Motorcycles Identified by Engine Number *Only***

Some older motorcycles were registered only by the engine number and when an engine change occurs, the owner must go to the California Highway Patrol (CHP) both before **and** after the engine is changed.

- **Prior to an engine change**—to CHP for pre-verification of the motorcycle and assignment of a frame number.
- **After the engine change**—to CHP again for verification of the motorcycle with the newly installed engine.

**Motorcycle Engine or Frame Change Requirements**

When an engine or frame is replaced, other than an engine case replacement on a motorcycle, the following is required:

- The Certificate of Title or *Application for Duplicate Title* (REG 227).
- A bill of sale **or** the invoice for the frame or engine (or engine case for a motorcycle). If not available, a bond may be required.
  - Refer to Chapter 23, Bonds and Certificates, for bond requirements.
- Verification of the (new) engine number and the VIN. Use the following forms:
  - *Application for Title or Registration/Verification of Vehicle* (REG 343), **OR**
  - *Verification of Vehicle* (REG 31), **OR**
  - *Application for Assigned Vehicle Identification Number* (REG 124), if the application was referred to the CHP for verification.

**NOTE:** If the frame or engine does not have an identifying serial/VIN number, the vehicle will be referred to CHP for assignment of the number.

- Enter the new engine or frame number on the title just above or below the old number.
- Submit the engine change fee (CVC §9257) and any other fees due.
  - A penalty is due on changes reported more than 20 days from date of the change (CVC §§9553 and 9559).
- There is **no fee** for:
  - replacing a frame, **or**
  - for changing to a serial number or assigned VIN when the vehicle was previously only registered by engine number.
- A duplicate title fee is due if an *Application for Duplicate Title* (REG 227) has been submitted.

**22.060 VIN and/or Engine Changes (CVC §§4161, 4163, and 9257), *continued*****Commercial Vehicles**

The following are required if the replacement engine uses a different fuel:

- A weight certificate obtained **after** the new engine is installed.
  - If the vehicle is subject to CVRA weight fees (over 10,000 pounds GVW/CGVW), the estimated new weight may be stated on a *Statement of Facts* (REG 256).
- A *Certificate of Excise Tax Clearance* (BOE 1138) **if changing** from other than gas or diesel to another fuel such as propane, butane, or natural gas (R&TC §8995).

**Motorcycles with Engine Case Changes**

Engine case changes **are referred** to the CHP with an *Application for Assigned Vehicle Identification Number* (REG 124)

- The REG 124 is completed by the DMV prior to referral to the CHP.
- The applicant must take the old engine cases to the CHP with the REG 124.
  - The CHP will give the customer a *Statement of Facts* (REG 256) **and** the REG 124 when proof of engine case destruction by the CHP **is** required (CVC §4161c), otherwise the customer will be given only the REG 124.
- The REG 124 and REG 256, if applicable, must be surrendered to the department with the application for engine number change.

**NOTE:** The applicant will be referred to the CHP if the engine is **not** numbered **or** the number is altered, defaced, or ground off.

**22.065 Mismatched License Plates**

If a customer receives a set of license plates and the two license plates **do not** match (*for example*, a 3SAM100 plate and a 3SAM101 plate together in the same envelope):

- Surrender the mismatched plates.
- Complete an *Application for Plates, Stickers, Documents* (REG 156).
  - Write in both license plate numbers noting “mismatched plates,” **and**
  - Check the appropriate box to indicate the number of plates surrendered to DMV.
- No fee is required to obtain a new set of license plates.

**22.070 Incorrect Plates Shown on Registration Certificate**

When the VIN on a registration card is correct, but the license plates received **do not** agree with the license plate number shown on the registration document(s).

- Complete an *Application for Plates, Stickers, Documents* (REG 156).
- Surrender the incorrect license plates; replacement plates will be issued no fee.

**22.075 Renewal on Wrong Renewal Notice**

When a vehicle owner receives two renewal notices for the same vehicle **and** renews on the wrong notice, the following must be submitted:

- The incorrect registration card.
- Any additional fees that may be due.
- *Statement of Facts* (REG 256) explaining the error.

**22.080 Renewal or PNO Fees Paid on Wrong Vehicle**

The following procedures apply when an owner pays renewal or planned non-operation (PNO) fees for:

- the wrong vehicle, **or**
- a vehicle he/she no longer owns.

**Both Vehicles Owned by the Same Owner**

When the fees are paid on the wrong vehicle, the following must be submitted:

- *Statement of Facts* (REG 256) which explains that the owner meant to register/PNO another vehicle.
- The incorrect registration card and sticker issued.
  - If the sticker has already been placed on the license plate, a *Statement of Facts* (REG 256) must be completed explaining the disposition of the sticker.
- Any additional fees due **or** an *Application for Refund* (ADM 399) which explains the mistake, shows the amount paid in error, the amount to be applied to the correct vehicle, and the amount requested as a refund.

**Vehicle Sold After Renewal/PNO Fees Paid**

A refund **cannot be issued** when an owner pays the renewal/PNO fees and then sells the vehicle.

**22.080 Renewal or PNO Fees Paid on Wrong Vehicle, *continued*****Vehicle Sold, Junked, or Stolen *Before* Renewal/PNO Fees Paid**

If the vehicle was sold, junked, or stolen **before** the date fees were due and paid, the following must be submitted:

- *Application for Refund* (ADM 399) completed by the owner giving the date the vehicle was sold, junked, or stolen and date fees were paid.
  - Any documentation that proves the information in the ADM 399 should be submitted with the application.
- The registration card and unused sticker.

**22.085 Correcting Under-Reported Vehicle Value/Purchase Price**

If the vehicle owner wishes to inform the department that the vehicle value/purchase price was under-reported, the following must be submitted:

- *Statement of Facts* (REG 256) stating the:
  - correct vehicle value/purchase price,
  - date the vehicle was purchased/acquired, and
  - customer provided incorrect information when originally registering the vehicle.
- Certificate of Title or an *Application for Duplicate Title* (REG 227).
  - If there is a lienholder/legal owner shown on the vehicle record, the lienholder must submit the REG 256 with the title.
- Additional VLF and use tax based on the corrected vehicle value.
  - If an *Application for Duplicate Title* (REG 227) was submitted, the duplicate title fee is also due.